

STUDENT EXPERIENCE SURVEY - HE

2016

620H-Business IT and Logistics

Survey Population: 134
 Respondents: 42
 Response Rate: 31.3%

Demographics (% of total sample size)

Commencement Year

Pre 2011	0
2011	1
2012	1
2013	5
2014	4
2015	12
2016	19

Age

20 or less	67%
21-24	31%
25-34	2%
35-44	0%
45+	0%

Gender

Male	64%
Female	36%

Program Type

Bachelor degree	100%
Postgraduate (Coursework)	0%
Other	0%

Location

Hanoi	0%
Saigon South	100%

LOTE

Yes	100%
No	0%

Credit Points Taken

24 or fewer	19%
36 or more	81%

Disability

Yes	7%
No	93%

Last 2 Semesters of Program

Yes	14%
No	86%

Main Funds Source

Employment	2%
Cadetship	0%
Youth Allow/Austudy	0%
Family	95%
AusAid/IDP	0%
Home Government	0%
Scholarship	2%
Loan	0%
Savings	0%

Industry Placement

Education placement/Internship	
Yes	29%
No	71%
Industry-based project	
Yes	33%
No	62%
Clinical/Professional placement	
Yes	19%
No	71%
Assessed as part of program	
Yes	29%
No	43%

Rural Relocatee

Yes	24%
No	76%

Employment

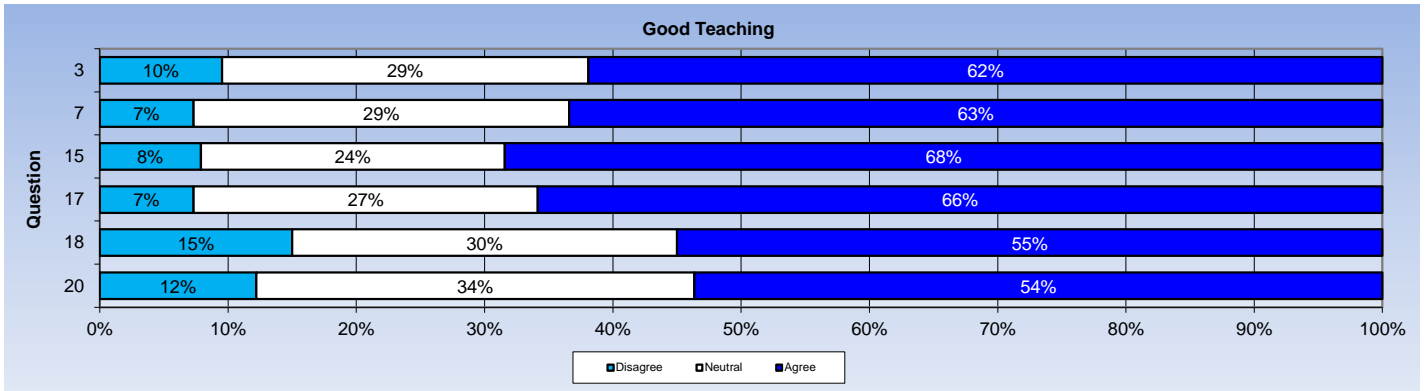
Part time (1-14 hrs)	14%
Part time (15-20 hrs)	0%
Part time (21-34 hrs)	0%
Full time (35+ hrs)	17%
Not at all	69%

Snapshot Scales 2016

Good Teaching Scale	61.3%
Generic Skills Scale	65.7%
Overall Satisfaction	54.8%

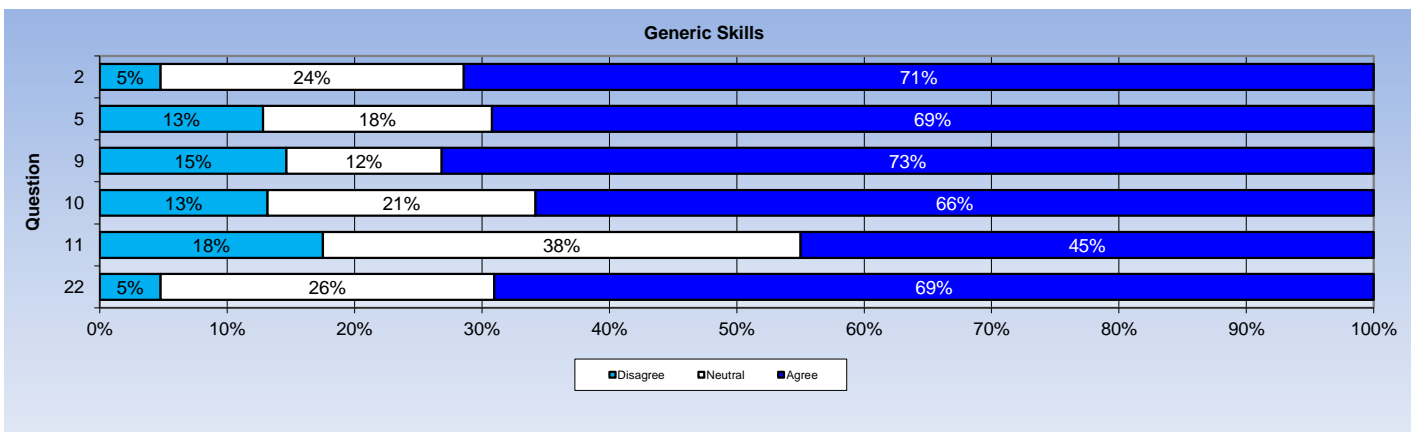
Good Teaching Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	61.3%					
3. The teaching staff of this program motivate me to do my best work	0%	10%	29%	40%	21%	42
7. The staff put a lot of time into commenting on my work	0%	7%	29%	59%	5%	41
15. The staff really tried to understand difficulties I might have with the work	5%	3%	24%	45%	24%	38
17. The teaching staff normally give me helpful feedback on how I am going	0%	7%	27%	46%	20%	41
18. My lecturers are extremely good at explaining things	5%	10%	30%	43%	13%	40
20. The teaching staff work hard to make their courses interesting	5%	7%	34%	34%	20%	41



Generic Skills Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	65.7%					
2. The program develops my problem-solving skills	0%	5%	24%	48%	24%	42
5. The program sharpens my analytic skills	0%	13%	18%	46%	23%	39
9. The program helps me develop my ability to work as a team member	10%	5%	12%	44%	29%	41
10. As a result of my program, I feel confident with unfamiliar problems	3%	11%	21%	50%	16%	38
11. The program improves my skills in written communication	3%	15%	38%	28%	18%	40
22. My program helps me develop the ability to plan my own work	0%	5%	26%	45%	24%	42



Overall

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	54.8%					
27. Overall, I am satisfied with the quality of this program	0%	12%	33%	43%	12%	42

Clear Goals and Standards Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	46.3%							
1. It was always easy to know the standard of work expected		0%	15%	34%	44%	7%	41	
6. I usually have a clear idea of where I am going and what is expected of me in this program		5%	18%	23%	45%	10%	40	
13. It was often hard to discover what is expected of me in this program (*)		0%	26%	31%	31%	12%	42	
24. The staff made it clear from the start what they expect from students		7%	7%	32%	46%	7%	41	

Appropriate Workload Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	23.2%							
4. The workload is too heavy (*)		3%	10%	48%	33%	8%	40	
14. I was generally given enough time to understand things I have to learn		0%	10%	41%	44%	5%	41	
21. There is a lot of pressure on me as a student in this program (*)		3%	18%	26%	36%	18%	39	
23. The sheer volume of work to be got through in this program means that it can't all be comprehended (*)		0%	9%	46%	40%	6%	35	

Appropriate Assessment Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	45.8%							
8. To do well in this program, all you really need is a good memory (*)		21%	26%	32%	11%	11%	38	
12. The staff seem more interested in testing what I have memorised than what I have understood (*)		16%	29%	26%	21%	8%	38	
16. The assessment methods employed in this program require an in-depth understanding of the program content		3%	13%	18%	35%	33%	40	
19. Too many staff ask me questions just about facts (*)		8%	14%	49%	24%	5%	37	

Other

						Strongly Disagree	Strongly Agree	No. of Responses
25. Teaching staff can be hard to contact		16%	41%	27%	11%	5%	37	
26. It's easy for me to get the information I need about my program		5%	10%	34%	44%	7%	41	

Administration

	Strongly Disagree				Strongly Agree		No. of Responses
1. Timetabling and room bookings are well organised	13%	18%	33%	20%	18%		40
2. I find it easy to check my enrolment status online	5%	12%	17%	29%	37%		41
3. I'd know what to do if I had a problem with my student administration	3%	13%	41%	28%	15%		39
4. RMIT effectively resolves any student administration issue I might have	0%	11%	35%	41%	14%		37
5. I could easily access information about my program options	0%	25%	15%	50%	10%		40
6. RMIT Vietnam deals fairly with complaints.	3%	17%	39%	33%	8%		36
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	10%	13%	18%	50%	10%		40

Learning Support

	Strongly Disagree				Strongly Agree		No. of Responses
Library - I am satisfied with...							
1. The Library's e-resources collection	3%	14%	19%	39%	25%		36
2. The Library's book collections	3%	13%	28%	35%	23%		40
3. The quality of service provided by Library staff	2%	10%	24%	27%	37%		41
4. The Library's facilities	7%	5%	24%	29%	36%		42
5. Library opening hours	8%	8%	23%	33%	30%		40

Computing Facilities - I am satisfied with...

	Strongly Disagree				Strongly Agree		No. of Responses
1. Access to computers at RMIT	10%	10%	38%	20%	23%		40
2. Access to the specialist software that I require	12%	24%	27%	27%	9%		33
3. The availability of computer printers	15%	15%	33%	23%	15%		40
4. The standard of service from computing support staff	6%	17%	34%	34%	9%		35

Learning Support Services - I am satisfied with...

	Strongly Disagree				Strongly Agree		No. of Responses
1. Study support	3%	12%	47%	26%	12%		34
2. Language support	6%	9%	41%	34%	9%		32

Online Services

	Every day	Every 2-3 days	Weekly	Fort-nightly	Several times	Never	
During semester how often do you access online activities or materials provided by your program?	35%	23%	26%	6%	6%	3%	
	Strongly Disagree				Strongly Agree		No. of Responses
1. I am satisfied with my online course materials	5%	7%	29%	43%	17%		42
2. I am satisfied with my online course activities	2%	14%	24%	50%	10%		42
3. I find the online environment useful to communicate with my teachers outside of class	11%	16%	22%	43%	8%		37
4. I find the online environment useful to work with other students on group assignments outside of class	8%	8%	30%	40%	15%		40
5. I find the online environment helps me balance my studies with my work and home commitments	8%	8%	31%	39%	14%		36
6. I am satisfied with the Internet access provided by RMIT	13%	15%	23%	38%	10%		39

Communication					Strongly Agree	No. of Responses
<i>I have enough...</i>						
1. Opportunities to discuss my academic work with teaching staff	5%	13%	18%	53%	13%	40
2. Opportunities to work with other students in my program	3%	5%	25%	48%	20%	40
3. Contact with students in other programs	5%	24%	27%	34%	10%	41
Campus Life and Environment					Strongly Agree	No. of Responses
1. At RMIT there are enough activities to develop my skills outside of my program	3%	8%	30%	43%	16%	37
2. The RMIT campus is a good place to spend time outside of class	3%	8%	15%	40%	35%	40
3. RMIT is friendly to people from all backgrounds	11%	8%	8%	47%	26%	38
4. I feel personally safe on campus	8%	13%	18%	32%	29%	38
5. I am treated fairly at RMIT	5%	7%	12%	41%	34%	41
6. I can balance my studies with my work and home commitments	8%	8%	26%	44%	15%	39
Building and Facilities					Strongly Agree	No. of Responses
<i>The following areas are well maintained...</i>						
1. Classrooms	5%	7%	19%	43%	26%	42
2. Lecture theatres	2%	5%	27%	37%	29%	41
3. Laboratories	6%	15%	24%	38%	18%	34
4. Toilets	8%	5%	18%	30%	40%	40
5. Lifts	8%	11%	24%	34%	24%	38
6. Computer labs	12%	17%	22%	32%	17%	41
7. Computer student access labs	10%	18%	23%	26%	23%	39
8. Student accommodations	3%	17%	38%	21%	21%	29
9. Canteen/food service areas	5%	20%	29%	34%	12%	41
Use of Campus Services	Yes, I've used it.	Didn't need it.	Didn't know.	Couldn't find it.		
1. Learning skills unit	23%	35%	40%	3%	40	
2. Career planning and advice	20%	56%	17%	7%	41	
3. Student advisors	23%	55%	15%	8%	40	
Travel	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	85%	0%	2%	2%	10%	41
2. I prefer to travel to my campus by...	66%	5%	20%	7%	2%	41
Additional Services/ Facilities I Would Like To See...					Strongly Agree	No. of Responses
1. More food outlets	0%	10%	20%	20%	50%	40
2. Sports for females	6%	10%	29%	26%	29%	31
3. Car parking near campus	14%	7%	17%	14%	48%	29

Services and Programs for Students					Strongly Agree	No. of Responses
<i>I am satisfied with the service or program...</i>	Strongly Disagree					
1. Student services helpdesk	3%	6%	30%	39%	21%	33
2. Orientation activities	0%	13%	39%	35%	13%	31
3. On campus medical clinic	12%	9%	18%	33%	27%	33
4. Health advice available	11%	11%	21%	39%	18%	28
5. Scholarship and financial advice	4%	8%	46%	29%	13%	24
6. Career planning and advice	3%	13%	20%	37%	27%	30
7. Housing and accommodation advice and assistance	5%	0%	58%	26%	11%	19
8. Counselling services	0%	8%	33%	46%	13%	24
9. Disability support	0%	16%	47%	16%	21%	19
10. Sport programs, sport clubs and recreation activities	6%	3%	18%	48%	24%	33
11. Visual arts, performing arts and gallery activities	0%	18%	36%	32%	14%	28
12. Representation of student interests to the University	7%	7%	33%	33%	19%	27
13. Campaigns, information and resources to improve conditions for students	7%	10%	24%	48%	10%	29
14. Social activities, bands and competitions	0%	9%	24%	39%	27%	33
15. Clubs	3%	8%	24%	34%	32%	38
16. Quality of canteen/food service	3%	15%	28%	38%	18%	40
17. Prices at canteen/food service	13%	43%	28%	13%	5%	40
18. Retail outlets (shops, stationery, office supplies)	3%	19%	41%	24%	14%	37
19. Motorbike and bicycle parking	11%	11%	11%	35%	32%	37

<i>This service is important to me...</i>	Yes	No	No. of Responses
1. Student services helpdesk	59%	41%	29
2. Orientation activities	62%	38%	29
3. On campus medical clinic	79%	21%	29
4. Health advice available	81%	19%	27
5. Scholarship and financial advice	68%	32%	28
6. Career planning and advice	83%	17%	29
7. Housing and accommodation advice and assistance	41%	59%	27
8. Counselling services	61%	39%	28
9. Disability support	22%	78%	27
10. Sport programs, sport clubs and recreation activities	79%	21%	29
11. Visual arts, performing arts and gallery activities	38%	62%	26
12. Representation of student interests to the University	63%	37%	27
13. Campaigns, information and resources to improve conditions for students	63%	37%	27
14. Social activities, bands and competitions	74%	26%	27
15. Clubs	97%	3%	29
16. Quality of canteen/food service	87%	13%	30
17. Prices at canteen/food service	94%	6%	31
18. Retail outlets (shops, stationery, office supplies)	79%	21%	28
19. Motorbike and bicycle parking	86%	14%	28

Outcomes					Strongly Agree	No. of Responses
1. As an RMIT graduate I will be highly employable	3%	8%	37%	26%	26%	38
2. RMIT generally responds well to student feedback	6%	6%	44%	25%	19%	36
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	9%	16%	31%	34%	9%	32

Notes

The % AGREE value is calculated by adding up all the items given Agree/Strongly Agree across all respondents. This is divided by the total number of items answered across all respondents. Blanks or N/As are excluded

Percentages represent the percentage of total valid responses per question, with the exception of the demographics section which represent the percentage of total responses.

Charts are rescaled on valid responses to total 100%.

An asterisk (*) indicates a negatively worded question recoded to calculate % AGREE.

The sum of the percentages may be 99% or 101% in some cases due to rounding.

Valid responses exclude N/A and blank responses.